

NASTASSIA S. DUDLEY
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HIGHLIGHTS OF QUALIFICATIONS

- Analytical skills- Attention to detail
- Quantitative and qualitative research
- Experience in public and private sectors
- Relate well with diverse groups
- Leadership and wellness advocate
- Current computer technology training
- Technical content developer- Adept communicator and advisory

PROFESSIONAL EXPERIENCE

HOUSING PROBLEM SOLVER/OUTREACH WORKER 1/19-Present Catholic Charities SF, CA

- Assess overall needs of the family unit, determine realistic goals; develop mutually agreed upon plans, assist families in accessing community resources, help families cope with challenges related to unstable housing/homelessness, substance abuse and physical and mental health issues, collaborate with programs/agencies to design and implement program operations and policies, educate non-profits, government agencies and community partners, data collection, documentation of outreach and grant reports, progress notes and referrals.

ANALYST - CLIENT SERVICES 10/15-12/17 JP Morgan Chase Bank, N.A. TPA, FL

- Analyze, modify and edit workflow policies and procedures, training, feedback liaison for various technological tools to improve client experience, research and inquiry, assist external clients with integration, data conversion activities, IT support, troubleshooting.

HUMAN RESOURCES - CASH POSTER 1/14-10/15 EMSI, INC. TPA, FL

- Operating and interpreting reports, cash receipt journals, adjustments, write-offs, balance and reconcile payments, A/P check processing, coding, A/R record and file, claims resubmissions, cash batch generation, payment posting via explanation of benefit (EOB'S), payroll, analyze data, refunds and research, SQL, special projects as assigned.

CASE MANAGER - PATIENT SERVICE ADMINISTRATOR 3/13-1/14 Select Medical LKLD, FL

- Case Management and operational oversight, float/travel, PT case management, collect, balance and concatenate billing charges, preparations of operating and interpreting reports, claims processing, insurance verification, referral assistance, data entry, account maintenance, file, appointment scheduling, financial counseling, and wellness advocacy.

ADMINISTRATIVE ASSISTANT 1/11-3/13 Internal Medicine and Family Care ORL, FL

- Open and closing procedures, provider relations, patient care management, concatenate and balance billing, claims processing, daily deposits, vital sign and EKG record, dispense medications, laboratory requisitions, order inventory, invoicing, referral assistance, eligibility inquiry, scheduling, data entry, account research, travel prn.

CLINIC OFFICE MANAGER 1/08-1/11 Neurology and Pain Center JAX/LKLD/ORL/SAR/TPA, FL

- Case management and operational oversight, cash control, inventory control, marketing, provider relations, supervision of staff, hiring, scheduling staff meetings, orientation/training, compliance, payroll, discrepancy/pay raise log, prepare, compliance, memorandums, audit review, plan events, interdisciplinary counseling, travel prn.

MEDICAL OFFICE COORDINATOR 5/06-1/08 Physicians' Group, LLC. LKLD/TPA, FL

- Patient transportation, information intake, medical records retention, assist chiropractor with manual therapy procedures, verify eligibility and case details, travel.

CLINICAL RESEARCH COORDINATOR 9/04-5/06 Neurology and Pain Center LKLD, FL

- Regulatory affairs research via clinical trials and drug studies adhering to FDA and GCP guidelines, research patient efficacy for phase I, II, and III drugs, interpret reports, analyze data, discuss adverse events, travel prn, document assessments, administer meds.

EDUCATION

VALENCIA COLLEGE, 2010-2013 | Orlando, Florida | Completed 43 credits | Health Sciences

POLK STATE COLLEGE, 2014-2015 | Lakeland, Florida | Completed 27 credits | General
